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ABSTRACT

This document is designed to be a companion to the "Canadian Language Benchmarks 2000: Theoretical Framework." It builds on the original document with an extensive listing of additional sample task ideas for reading, listening, speaking, and writing benchmarks. The document provides additional examples of tasks for stage I reading benchmarks and tasks for stage II and stage III speaking, listening, reading, and writing benchmarks. In stages II and III, the tasks are in the areas of community access tasks, study/academic tasks, and workplace tasks. (Adjunct ERIC Clearinghouse for ESL Literacy Education) (SM)

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Canadian Language Benchmarks 2000: Additional Sample Task Ideas

Grazyna Pawlikowska - Smith | April 2002

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Canadian Language Benchmarks 2000: Additional Sample Task Ideas is a companion document to the recently released, *CLB 2000: Theoretical Framework*, and builds on Canadian Language Benchmarks 2000 with an extensive listing of additional sample task ideas for Reading, Listening, Speaking and Writing Benchmarks.

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STAGE I READING BENCHMARKS
Additional examples of reading texts and tasks

O Examples of reading texts **☐ Examples of reading tasks**

BM 1

O Common public signs, business cards, labels on store products of daily use; *Pay here, Please pay the cashier, Print, No entry, Do not enter, Walk, Do not walk, Open/Closed, Exit, Washrooms, We are open, No Parking, Coffee special $4.50, One item per customer only, Cashier, Out of order, Staff only, Wet floor, Slow, Business hours, Seniors' day, Out of stock, Back at 1:30, Churchill Square, Jasper Avenue, One way, Congratulations, Season's Greetings, Happy New Year, Happy Birthday, Our sympathy, Press to open.*

☐Read time and dates presented in several formats; use the information to mark the calendar or a personal schedule. ☐Read an appointment note (day, date, time, address, name of person to contact); mark the appointment in a calendar. ☐Use a simplified familiar map of the neighbourhood, community, or a floor plan to locate specific places or facilities. ☐Read common signs and symbols in public spaces; match them with appropriate words or phrases. ☐Read and check the total on a receipt, bill or invoice. ☐Identify subway stations by sight recognition of their names on a subway line diagram. ☐Check expiration dates information on foods and drugs; use the information to mark items on the inventory list as "OK" or "not OK". ☐Read a story, locate details and provide them in the blanks. Example: His name is ____ . He is_____ years old. He was born on_____. He is from _____ .He has _____ children. His phone number is _____.

BM 2

O *Remove muddy shoes or boots, Please report to reception, Please wait to be seated, Do not enter, Do not disturb, Meeting in progress, Please go to room 12, 3rd floor, Boardroom, In emergency turn handle to open door, Wash your hands after using the toilet, On your graduation, On your wedding anniversary, On your retirement, On your promotion, On your new arrival, Get well soon, Wishing you were here, Arrivals, Departures, Customs, Flight 195 Toronto Edmonton, Canadian, scheduled arrival 7:30 pm. Delayed. Flight 235 Frankfurt Vancouver, Lufthansa, Scheduled arrival 7:45. Arrived, Due date, Charges, Net amount, Final sale, Non-refundable.*

☐Find personal names in the White Pages or other directories. ☐Compare two lists to check off names, addresses or other items. ☐Follow 1-4 step simple familiar instructions with pictures. ☐Read measures, weight, temperature, pressure, volume, speed, etc. on displays / instruments. ☐Read a map or a diagram to check the location of specific items and to verify the correctness of statements about their location in another text. ☐Use information from a building directory to label locations on a diagram of the building. ☐Read a cheque, a bill or an invoice for specific answers to factual questions. ☐Identify details about products in sale ads (prices, sizes, colours, etc.). ☐Read a standard table of clothing sizes (various clothes including underwear and shoes) to locate specific details and to complete a personal information sheet of sizes for yourself and another family member or a friend. ☐Use written information and a calendar to prepare a schedule (class schedule, field trip schedule, child's orchestra practice or swimming schedule). ☐Read garment labels and tags. Find washing instructions, material, size, where and by whom the garment was made.

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BM 3

o *Bills, pay slips, classified ads (rent, sale), simple medicine labels, simple recipes, TV schedules and entertainment preview guide, short news items and popular magazine articles, short educational and informational texts, short biographical prose, slips, tickets, tags.*

☐Read simple 2-3 line instructions on medicine labels. ☐Read note with instructions from doctor or nurse (in neat handwriting) on treatment: how to take medicine, what to do in case of problems, next appointments. ☐Follow written instructions on routine tasks (seasonal car maintenance schedule, moving in and out, home and house maintenance). ☐Compare two simple product advertisements with pictures. ☐Find information on a pay slip. ☐Read the menu from two popular fast food restaurants and compare prices on selected items. ☐Get information from simple standard forms. " Find phone numbers of companies, public institutions and agencies with full-word names, like "Aspen International". ☐Find phone numbers of municipal, provincial and federal governments in the White Pages. ☐Read and follow instructions for operating a home phone, office phone, cellular phone. ☐Read a simple notice (e.g. when and where new classes/programs/summer day camps begin). ☐Answer (true/false) questions on a paragraph about work, daily life in the community or school . ☐Read food packaging labels and find out: fat content, calories, best before date, price per 100 grams. ☐Choose cards for the following situations: achievement, sickness, passing away of a person. ☐Read some display notices typical in a hotel room. ☐Read simple classified ads (apartments for rent, sale.)
☐ Match names of particular businesses or departments in a large building / shopping complex with their equivalents on a simple diagram.

BM 4

o *Medicine labels; recipes; _ page simple texts on kids' safety; home and yard maintenance; money saving tips; planting and caring instructions on seed packages and in catalogues; baby formula preparations instructions; short personal letters; handwritten text in greeting cards for various occasions, including short poems; personal notes; reference materials, newspapers.*

☐Look through mail and rank it according to some priority. ☐Read the menu from a popular family restaurant (not fast food restaurant). ☐Make choices depending on for whom you are ordering, what time of day, and how much you are willing to pay. ☐ Find in the White Pages phone numbers for organizations with names like "E.E.B. Signs Ltd.". ☐ Find the number for transit information. ☐ Identify the purpose and topic of various brochures and flyers; sort them into categories. ☐ Read a simple formal letter from school, training program, settlement agency. ☐ Read a brief, straightforward announcement of public event. ☐ Read a short newspaper article. ☐ Read a simple brochure, flyer. ☐ Read classified newspaper ads, including job ads. ☐ Sort junk mail into " must read carefully - maybe needs action" and "throw into the recycling box". ☐ Read short passages on popular science, health and technology . ☐ Read stories of other people's life journeys. ☐ Read short children's stories and nursery rhymes with your children. ☐ Follow instructions for playing a family board game with your children. ☐ Read specific long-term weather information and forecasts to decide what to pack for various trips.

STAGE II SPEAKING BENCHMARKS
Additional examples of speaking tasks

☐ **Examples of speaking tasks**

BM 5

C/ Community access tasks: ☐ Explain how to take specific medication, according to doctor's or pharmacist's instructions and information. ☐ Request a parent - teacher interview. ☐ Using visual support materials, give instructions / directions on how to get from various locations to other locations using the transit system (train, bus). ☐ Request help / assistance in a large store. ☐ Request advice at a pharmacy when looking for a specific cure / relief.
S / Study / Academic tasks: ☐Tell a detailed story / report an incident / report a simple experiment or scientific observation based on a series of pictures. ☐ Describe a typical day, activities and routines of various human populations and groups, at present and in the past, and in various geographical locations. ☐Describe / discuss life circumstances of a historical character, based on a researched text or other materials. ☐ Ask for a day off, explaining special reasons /circumstances.
W / Workplace tasks: ☐ Report / briefly describe activities of the day (at work, school, at home). ☐Suggest a 'special' using the printed menu or information displayed on a board. ☐ Describe simple menu items: ingredients and preparation. ☐ Warn a co-worker of danger or a safety problem in a work situation. ☐ Ask for a day off explaining special reasons /circumstances. ☐ Participate in workplace training exercise with encouragement and patience from co-workers. ☐ Describe a problem on the job (e.g., breakdown of machinery or equipment) with enough detail to make the situation clear for the co-workers.

BM 6

C/ Community access tasks: ☐ Phone to order a takeout meal (e.g., pizza), no special instructions included. ☐ Speak to the receptionist when you arrive late for an appointment (e.g., at the doctor's). ☐ Participate in a discussion in a small familiar group; exchange opinions and ideas without dominating the discussion. ☐ Describe in detail the weather and climate in your home country at this time of year. ☐ Give medical history of self and family members (e.g. surgery, illness, allergies, medication). ☐ Ask and answer questions in a parent-teacher interview.
S / Study / Academic tasks: ☐ Discuss in a small familiar group similarities and differences between peoples, places, jobs, events, etc. ☐ Research and compare geographical areas / travel destinations in a short (5-7 minutes) presentation for a familiar a small group. ☐ Present information about Canadian cities, other geographical locations or communities, governments, institutions or population, from an oral presentation. ☐ Present information about a Canadian short story, poem, play, non-fiction text. ☐ Describe and compare two individuals. ☐ Research and present a topic on Canadian citizenship, government, social issues. ☐Describe a simple science experiment. ☐ Call to report an absence, illness.
W / Workplace tasks: ☐ Prepare and present a speech about your educational and employment background, personal qualities and work experience for a job interview. ☐ Phone to make an appointment for a job interview. ☐ Describe simple chef's "special". ☐ Describe materials in the manufacturing process. ☐ Help a customer with a suggestion / opinion in a retail sale. ☐ Provide work-related feedback / opinion when asked by the supervisor in a small informal team meeting. ☐ Make a request to borrow tools or to have tools fixed ☐ Take an order for a fast food item in a face-to-face conversation. ☐ Describe simple menu dishes and drinks. ☐ Relate special instructions to the kitchen. ☐ Explain a sequence of events leading up to a situation. ☐ Suggest to someone to try a product. ☐ Interview individuals for a survey, poll, or census in order to fill out a standard survey form. ☐ Describe and compare two or three store products. ☐ Call on the phone to request a meeting. ☐ Speak briefly on routine matters with familiar suppliers of goods and services (e.g., discuss the content and timing of routine deliveries). ☐ Speak briefly with customers to clarify routine

orders. ☐ Interact with payroll and human resources workers to seek or clarify specific personally relevant information. ☐ Explain to a new worker how to do a familiar routine task: explain sequence, procedure, method, materials. ☐ Describe materials in the manufacturing process: texture, size, quantity, quality, tolerance, etc. ☐ Give or withhold permission to borrow tools; give reasons. ☐ Engage in small talk during breaks. ☐ Explain why things are not working. ☐ Report errors in operation. ☐ Make a simple suggestion on an element that should be changed; give reason; make a simple prediction of consequences. (*I think that we should change this detail of X because..... It will improve Y.*)

BM 7

C/ Community access tasks: ☐ Get needed service from a doctor, dentist, or pharmacist. ☐ Order a meal. ☐Ask for detailed meal suggestions at a restaurant. ☐ Ask a doctor or a nurse for advice about specific problems. ☐ Ask advice from a financial advisor about basic RRSP investment. ☐Ask a mechanic/ car expert for advice on a mechanical problem or about a car purchase. ☐ Give recommendations to friends, neighbours on a familiar topic. ☐ Provide information regarding services in the area / neighbourhood. ☐ Ask for recommendations or advice in a business meeting / formal discussion.

S / Study / Academic tasks: ☐ Ask counsellors or peers for information and advice on matters of education and career; discuss choices. ☐ Reject recommendations in a socially appropriate manner; provide explanations. ☐ Make a 10-minute oral presentation on organisms, energy and matter, mechanics and machines, computer and other technology. ☐ Make a 10-minute oral presentation about Canadian cities, other geographical locations or communities, governments, institutions or population. ☐ Make a 10-minute oral presentation about the characteristics of Canadian culture and other cultures. ☐ Make a 10-minute oral presentation of a Canadian short story, poem, non-fiction. ☐ Describe, compare, and contrast characteristics that people in specific careers or occupations are expected to demonstrate, e.g., social workers and lab workers, or greenhouse workers and real estate agents.

W / Workplace tasks: ☐ Speak with co-workers and supervisors to clarify schedules and coordinate activities. ☐ Respond to minor client complaints by apologizing and addressing the problem; refer serious complaints to the supervisor. ☐ Consult with supervisor and get approval on direction and co-ordination of work. ☐ Speak with familiar suppliers of goods and services to obtain information such as the capabilities of a specific machine. ☐ Make travel arrangements for a business trip; arrange and confirm accommodation. ☐ Interact with others (clients, neighbours, colleagues) to share stories and knowledge of a subject area / local area (history, resources, flora and fauna, tourist attractions). ☐ Summarize simple information on routine company policies and procedures for customers. ☐ Convey accurate information on service charges, fees, etc. ☐ Take an order at a restaurant. ☐ Describe and compare two similar simple dishes / menu items. ☐ Make an extended suggestion on how to solve an immediate single problem or how to improve a procedure or outcome; give reason; predict consequences / effect of certain actions (*We should do this:.....If we do X, Y will happen and it will solve the problem*). ☐ Evaluate / question the validity of a suggestion/ proposed solution to an immediate single problem; warn co-worker or supervisor of negative results or effects of proposed changes / lack of action. (*If we do X, Y will happen, and it will not solve the problem / will make the problem worse.*). ☐ Negotiate time taken on particular tasks. ☐ Describe to a customer the features of two similar items, e.g., two different brands of a coffee maker. ☐ Handle a complaint or dissatisfaction from a customer in an initial stage; refer him / her to the supervisor. ☐ Approach supervisor to report a workplace problem and possible consequences. ☐ Answer the phone with a set phrase and answer basic questions, e.g., about hours of operation. ☐ Answer product / stock based questions from co-workers in person or over the phone, sometimes by calling another location about the needed item. ☐ Make work-related suggestions in staff meetings, e.g., point out perceived safety hazard and suggest a way to deal with it. ☐ Approach the supervisor / management to ask for/ discuss a raise or a promotion. ☐ Introduce / present colleagues, guests, customers at a meeting. ☐ Thank formally colleagues, guests, customers at a meeting.

BM 8

C/ Community access tasks: ☐ Obtain detailed complex consumer information on goods and services. ☐Give instructions and directions to movers on packing, loading and shipping. ☐ Prepare and present a proposal / plan for an itinerary of a group trip.

S / Study / Academic tasks: ☐ Present a summary of newscast for the day. ☐ Present an analysis of one or two issues of Canadian cities, other geographical locations or communities, governments, institutions or population. ☐ Engage in a conversation on familiar but abstract ideas. Examples: Discuss in a group: sports, politics, social and family issues, relationships between people, values and attitudes (e.g., concept of time or family in various cultures). ☐ Present an analysis of one or two issues about Canadian culture and other cultures. ☐ Present an analysis of one or two issues involving organisms, energy and matter, mechanics and machines, and technology. ☐ Research and explain instructional guidelines on self-help topics in health, wellness and disease prevention (e.g., diet, exercise, sleep, stress). ☐ Present an analysis of one or two issues in Canadian short stories, poems, or non-fiction. ☐ Present a synopsis based on notes from lecturettes or presentations on the subject of language learning or interpersonal communication. ☐ Tell someone a story to illustrate a point. ☐ Present researched information about oral hygiene and simple dental procedures.

W / Workplace tasks: ☐ Ask about job opportunities and openings in person and on the phone. ☐ Present qualifications effectively in a job interview. ☐ Answer the phone in a professional manner (identify organization and yourself; greet and connect a caller; give routine information; hold a conversation, close). ☐ Give instructions on: operating cash register; processing sales; documenting merchandise return. ☐ Present a complaint to a person and work with her / him towards resolving the conflict (neighbours, work, school). ☐ Make a 15- minute formal business presentation to a small familiar group; present a company, product, service, process, or issue. ☐ Speak with suppliers to determine availability of material, to purchase goods and exchange information on products. ☐ Speak with colleagues / co-workers and resource people to obtain information when collaborating on a project. ☐ Report to colleagues / co-workers, supervisors, teachers on work progress. ☐ Make a presentation to recommend that certain changes be made and to propose a detailed solution. ☐ Participate in a performance review with an instructor or supervisor. ☐ In a restaurant work context, take a reservation for a large party over the phone, including specific details (number of high chairs), and pre-ordering. ☐ Participate actively in group work or a brainstorming meeting. ☐ Summarize / present information as a spokesperson for a small work group at a seminar / training course. ☐ Explain a problem with a new program, machine, procedure; present a possible detailed solution. ☐ Respond to client complaints and make suggestions for a resolution. ☐ Receive and entertain visitors. ☐ Conduct a tour of the facility / workplace / school for outside visitors; explain operation, answer questions. ☐ Respond to a complaint over the phone by empathizing and refering the caller to management. ☐ Take a food delivery order / simple catering order over the phone, including optional / additional details (napkins, cutlery, condiments).

STAGE II LISTENING BENCHMARKS
Additional examples of listening tasks

☐ **Examples of listening tasks**

BM 5

C/ Community access tasks: ☐ Listen to pharmacist's instructions on how to take specific medication; repeat the information back.
S / Study / Academic tasks: ☐ Draw a diagrammatic picture or figure involving 5-7 different elements (e.g., geometrical shapes: triangle, square), following 7-10-step instructions. ☐ Get 15-20 essential details of one kind (e.g., numerical values, times, dates, sums of money) from an instructional oral text (e.g., a recipe), story or a report in a "fill-in-the-blank" format. ☐ Get 10 essential details (e.g., numerical values, times, spatial directions, names, locations) from a 150-200 words instructional continuous oral text. ☐ Identify key words from a listening text on basic science (human body; food chemistry / nutrition; environment). ☐ Dictation: write down 10 operations (place value, addition, subtraction, multiplication, division) on whole numbers, fractions and decimals. ☐ Identify key words and ideas in a fragment of a Canadian short story, poem, non-fiction presented orally.
W / Workplace tasks: ☐ Follow instructions on basic food preparation, cleaning, safety or security procedures. ☐Follow the key points in a staff meeting about changes to the company medical benefits.

BM 6

C/ Community access tasks: ☐ Listen to a 2-3 minute discussion of new trends and products by two consumer product experts. Recall 70% information : identify 7 out of 10 important points. ☐ Follow main ideas and essential details in a meeting of a familiar small group or team (school, community). ☐ Listen to oral instructions (e.g., on how to unclog a sink drain), follow visual aids, take notes. Repeat the information back in detail. ☐ Understand oral directions / explanations given over the phone on how to change planes at a large international airport, while looking at a map / diagram. Take notes. Repeat the information back in detail.
S / Study / Academic tasks: ☐ Dictation: write down 10 expressions concerning the concepts of rate, ratios, percentage and proportion. ☐ Identify key language in the use of coordinates to describe positions of objects in two dimensions. ☐ Identify key language in the descriptions of motion in transformations (slide, turn, flip). ☐ Identify key language in describing spatial relations of 2-D and 3-D objects. ☐ Identify details in number operations in solving mathematical money problems. ☐ Identify details in a text about decimal numbers and standard units of measure (mass / weight, length, volume , time). ☐ Identify a short piece of information about the characteristics of a plant, animal, object, energy and matter from an oral presentation. ☐ Identify details in orally stated predictions of outcomes from experiments. ☐ Identify a short piece of information about the characteristics of Canadian cities, other geographical locations or communities, governments, institutions or population, from an oral presentation. ☐ Identify a short piece of information in a fragment of a Canadian short story, poem, non-fiction presented orally. ☐ Predict outcomes in a Canadian short story, poem, non-fiction presented orally.
W / Workplace tasks: ☐ Respond to short instructional videos in the workplace training. ☐ Follow shipping / loading / unloading instructions. Move furnishings and other items, and place them exactly as directed. .☐ Follow instructions from the supervisor on what to do next, changes in scheduling or assembly procedure. ☐ Follow comments on what is wrong and must be corrected. ☐ Follow instructions and details

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in coordinating team work. ☐ Follow instructions from an inspector about the specifications on an operation sheet: check data off. ☐ Identify main ideas and essential details presented in a meeting of a familiar small group or team at work. ☐ Take simple routine food orders by phone. ☐ Listen to information on what training is available.

BM 7

C/ Community access tasks: ☐ Identify the most favourable movie review out of three movies reviewed on the radio by one reviewer. ☐ Take detailed telephone messages / voice-mail messages for others and pass them on orally or repeat them back. ☐ Take notes from a 200-250 words instructional / informational continuous oral pre-recorded text (e.g., information about university and college guides and calendars; application procedures) to find out specific answers to 5-7 questions.
S / Study / Academic tasks: ☐ Identify details involving rational numbers (fractions, integers, whole numbers). ☐ Follow key language in a solution of a problem in a meaningful context involving rate, ratio, percentage, and proportion. ☐ Follow key language in a solution of a problem involving conversions of metric and imperial units to calculate area, perimeter, surface area, and volume. ☐ Follow key language in a demonstration of design problems and architectural patterns with the use of scaling, proportions and networks. ☐ Identify several short pieces of information, some based on inferences, about the characteristics of organisms, energy and matter, mechanics and machines, technology, from an oral presentation. ☐ Listen to oral instructions (e.g., on how to administer first aid for choking), follow visual aids and take notes; repeat the information back in detail. ☐ Identify several short pieces of information, some based on inferences, about the characteristics of Canadian cities, other geographical locations or communities, governments, institutions or population, from an oral presentation. ☐ Identify several short pieces of information, some based on inferences, about the characteristics of Canadian culture and other cultures. ☐ Identify several short pieces of information, some based on inferences, in a fragment of a Canadian short story, poem, non-fiction presented orally.

W / Workplace tasks: ☐ Take detailed telephone messages / voice-mail messages for others and pass them on orally / repeat them back. ☐ Take detailed orders and delivery / shipping instructions by phone. ☐ Listen to details when talking to suppliers and customers face-to-face or over the phone. ☐ Evaluate the factual accuracy of oral directions / instructions by checking details on a diagram or map. ☐ Follow simple directions given over the phone. ☐ Get information from an oral report detailing handling procedures for delicate material.

BM 8

C/ Community access tasks: ☐ Identify the least favourable review of a familiar current policy / issue by a panel of four reviewers or members of public in a phone-in radio show. ☐ Take minutes of a semi-formal meeting (e.g., community league, club, small organization).
S / Study / Academic tasks: ☐ Follow key language in an explanation and comparison of theoretical and experimental probability of independent events. ☐ Follow key language in a solution of a problem involving patterns with variables and their graphs. ☐ Follow key language in an explanation of a plan for the collection, display and analysis of data. ☐ Compare and contrast or integrate several pieces of information, some based on inferences, about the characteristics of Canadian cities, other geographical locations or communities, governments, institutions or population, from an oral presentation. ☐ Compare and contrast or integrate several pieces of information, some based on inferences, about the characteristics of Canadian culture and other cultures. ☐ Compare and contrast or integrate several pieces of information, some based on inferences, about the characteristics of organisms, energy and matter, mechanics and machines, technology, from an oral presentation. ☐ Compare and contrast or integrate several pieces of information, some based on inferences, in a Canadian short story, poem, non-fiction presented orally.

☐ Take notes from lecturettes / lectures / presentations on the subject of language learning and processing, interpersonal communication, presenting information; and techniques to improve it.

W / Workplace tasks: ☐ Listen to detailed oral instructions and directions from supervisor about a familiar but complex process. ☐ Follow simple directions on non-routine procedures. ☐ Listen to co-workers and supervised workers to determine the root of a problem or conflict in a team. ☐ Listen to reports about daily operation of a familiar business or plant. ☐ Listen to and follow a report in a meeting where production problems are discussed. ☐ Listen to and follow a progress report on orders, projects, etc.

STAGE II READING BENCHMARKS
Additional examples of reading tasks

Examples of reading tasks

BM 5

C/ Community access tasks: ☐ Read and explain full instructions on medicine package labels. ☐ Follow basic 3-5 step preparation instructions on ready-made foods, e.g. Macaroni and Cheese. ☐ Explain the itinerary in an air ticket. ☐ Read the jobs / openings notice board with job ads; find details about qualification requirements, conditions offered and application procedure on jobs. ☐ Follow instructions on lunchroom duties, sign-in/sign-out and security regulations at work. ☐ Sequence an 8-10 step recipe. ☐ Explain precautions to take with severe winter weather advisories, especially when travelling on a highway. ☐ Find information in the traditional and computerized library catalogue. ☐ Complete a theatre / TV schedule with details from a newspaper article describing current entertainment events. ☐ In a set of pictures accompanying a set of instructions, identify which picture illustrates which step in the text, e.g., match airline safety procedures card illustrations with written text. ☐ Read a preview announcement of a public event. Answer questions.
S / Study / Academic tasks: ☐ Read a brochure about a training program. ☐ Follow instructions regarding school assignments. ☐ Follow simple-language, user-friendly computer screen commands. ☐ Number a set of pictures in an appropriate sequence based on the information in the text. Identify pictures that do not belong in a story sequence. ☐ Skim ten texts for 30 seconds each. Fill out a sheet with information on what each article is about, its purpose, if it interesting or useful for you to read or not.
W / Workplace tasks: ☐ Follow instructions on employment forms. ☐ Follow instructions on employment tax information forms (e.g., re. net claim codes). ☐ Scan a paragraph to locate specific dimensions of an object. ☐ Scan basic charts, tables, maps or schedules for information. ☐ Read posted staff notices and posted production schedules. ☐ Understand and explain the organizational chart of a company, institution or agency you work for or want to do business with.

BM 6

C/ Community access tasks: ☐ Read 3-5 paragraph house renovations suggestions. Recall 7 out of 10 important tips. ☐ Read the instructions in the package and explain steps, e.g., in colouring fabric / colouring a surface. ☐ Follow heating instructions for frozen foods (micro and conventional oven). ☐ Read and explain what to do and what not to do to survive a severe winter storm on a highway. ☐ Explain precautions to take in accordance with weather advisories. ☐ Get information from a travel insurance brochure. ☐ Get information from the emergency information pages in the local phone directory. ☐ Read about people's life stories and accomplishments in obituary articles in the paper (e.g., in *The Globe and Mail*). ☐ Get information from a form-letter offer / encouragement from a bank to apply for a credit card. ☐ Read items in supply catalogues (hardware and tools catalogues; seeds and gardening supplies). Choose the best products.
S / Study / Academic tasks: ☐ Use a legend to understand a complex map or a diagram. ☐ Recognize main idea and relevant details in a newspaper article written in plain English. ☐ Skim texts to identify purpose and relevance of information. ☐ Read and explain a life cycle of an organism, or how a simple machine or a plant functions. ☐ Scan texts to locate and interpret 2-3 pieces of information. ☐ Sequence the order of steps in a 7-10 step recipe or other procedure based on text clues. ☐ Identify purpose for reading and the purpose of text / writer's intent for various texts.
W / Workplace tasks: ☐ Find routine information on the computer screen / scanner screen / computerized display screen, if available. ☐ Read information in the reception / appointment book to find available openings for a new appointment. ☐ Read a checklist to verify if all the steps in the procedure have been

completed. ☐ Find information in fire drill regulations. ☐ Find information in large directories, catalogues, White and Yellow Pages, supply catalogues and purchasing flyers. ☐ Get information from employment classified ads. ☐ Compare information about benefit packages for a similar position at two different companies. ☐ Read bills of lading and other shipping documents to determine inventory. ☐ Follow instructions on lunchroom duties, sign-in/sign-out and security regulations at work.

BM 7

C/ Community access tasks: ☐ Get information from a text about gardening conditions, procedures and regional plants in two different regions of Canada.
☐ Read information about services (transit, library, travel reservations, renting accommodation, entertainment schedules). ☐ Respond appropriately to information in memos/letters regarding car registration or insurance renewals, personal banking or medical concerns, child care or child's schooling or extra-curricular activities. ☐ Find information in community, company and school newsletters and bulletins. ☐ Find information in government public notices with extended suggestions to solve problems, recommendations, proposals (e.g., on health care). ☐ Find and follow advice on stain removal, cleaning and maintenance of clothes, upholstery, carpets, etc. ☐ Get information from the operating instructions of a home appliance. ☐ Get information from brochures about household safety and disease prevention. ☐ Get information from simple membership contracts (video store, rentals).
S / Study / Academic tasks:
☐ Summarize main points of 5-10 paragraph text. ☐ Get information about Canadian families over time from census data / statistics. State trends, make predictions. ☐ Get information from a text about a production process (e.g., a process of of breadmaking, cheesemaking, or glass blowing).
W / Workplace tasks: ☐Find information in longer job postings (e.g. 1/3 - 1/2 page). ☐ Follow 1 page of clear familiar task instructions. ☐ Get information from an employee benefit update. ☐ Read a reminder or complaint letter / memo - take appropriate action. ☐ Scan complex charts, tables and schedules for several specific pieces of information for comparison / contrast. ☐ Understand what happened at a routine workplace meeting by reading a simple agenda and the minutes.
☐ Follow instructions on evacuation procedures, fire drills, or on using simple machinery / equipment.
☐ Follow posted food storage procedures, according to health regulations. Explain consequences of error, e.g., cross-contamination. ☐ Follow exercises in the computer upgrade training materials.

BM 8

C/ Community access tasks: ☐ Decide which school to send a child to based on the school handbook and school philosophy. ☐ Read and order three short theatre show / movie reviews from the most to the least favourable. ☐ Get information from stereo system and computer warranties. ☐ Follow written CPR instructions. ☐ Read and explain fire safety procedures and evacuation routes.. ☐ Follow a complex recipe (e.g. breads, cakes, dumplings).
S / Study / Academic tasks: ☐ Locate and interpret several pieces of information in a Statistics Canada publication. ☐ Find two one-page texts on the same topic. Identify and compare main ideas, supporting details / statements and examples in each. ☐ Read a 2-3 page text and discuss ideas about culture, values, language, thinking, art, etc. ☐ Look at a set of bar graphs to compare energy production and consumption by two countries. ☐ Present a short report on articles, books, other publications. ☐ Understand written instructions related to an assignment, including research directions and resources. ☐ Make an outline of a letter, article, or essay. ☐ Skim text to review, recall or clarify previously learned information. ☐ Recognize *principles*, *generalizations* and *hypotheses* in a basic science text.
W / Workplace tasks: ☐ Use a plain language manual with familiar topic and content in own field of knowledge to find specific information. ☐ Follow 1-2 pages of clear task instructions. ☐ Follow instructions on how to operate a piece of equipment. ☐ Read to understand clear language instructions and diagrams to

assemble or process something. ☐ Read to understand information on protective measures/precautions against exposure to toxic chemicals. ☐ Get information from a process flow chart, e.g., a hiring process flow chart or a flow chart for handling procedures of dangerous goods or chemicals. ☐ Read an incident report left by workers on a previous shift. ☐ Use specifications sheets to find specs for a manufacturing process. ☐ Read specialized maps to locate trails, tree planting sites, and other wilderness jobs / tasks.

STAGE II WRITING BENCHMARKS
Additional examples of writing tasks

☐ **Examples of writing tasks**

BM 5

C/ Community access tasks:
☐ Write a lost / found notice. ☐ Write a "for sale" notice. " Write a set of directions on how to get to a location. ☐ Write a short personal journal entry to share with your teacher or classmates / friends; describe your feelings, daily challenges and joys, ups and downs. ☐ Fill out the customer section of a work order for a mechanic to repair your car.
S / Study / Academic tasks:
☐ Make a list of key information points from a longer text. ☐ Write a paragraph reporting a simple experiment or observation of a natural cycle, based on a series of pictures. ☐ Write a paragraph describing a historical fact. ☐ Proofread, spell-check, and revise your own texts. ☐ Write a story which includes reasons and consequences. ☐ Write a brief report on the education system in your region (100-150 words). You can use a chart / diagram as a basis.
W / Workplace tasks:
☐ Take a simple routine phone message (5-7 details); ☐use "While you were out" form to complete required information. ☐ Write a paragraph about your work experience in the past. ☐ Write a brief report on training and employment opportunities in your area. Use notes based on information from notice boards, brochures.☐ Write a short note to a co-worker to let him / her know when there is a problem, e.g., comments about equipment operation in a "problem book" / daily log.

BM 6

C/ Community access tasks: ☐ Write a paragraph for the company newsletter to report a personal, community, or media event; report what occurred and what was said. ☐ Fill out census, election, property tax, insurance, medical history forms. ☐ Write a letter to a friend to report news. ☐ Write a note with informal instructions for a friend who is going to house-sit for you. ☐ Write a special recipe for a friend; include detailed information about ingredients and method. ☐ Write a congratulatory letter on someone's appointment, award or other success. ☐ Fill out a 1-2 page straightforward award-nomination application form for an outstanding person you know (e.g., outstanding teacher, citizen, volunteer). ☐ Write a letter to your friends to inquire how they have been, tell them what is new with you and your family.
S / Study / Academic tasks: ☐ Using a drawing, describe a place (e.g., a public facility). ☐Take notes from a presentation or written text. ☐ Make notes for composing own text. ☐ Paraphrase, summarize, report information in texts. ☐Write a paragraph to describe the nature of change (ends / results) in a simple process or cycle ☐Write a paragraph to define and classify things or ideas based on specified criteria (e.g., define and classify levels of government, animals, plants, machines, community services, diseases). ☐Write a paragraph to tell a story, a myth, or a biography. ☐Write a paragraph to describe / report information in a graph. ☐ Write a story, include explanations and examples. ☐ Give a detailed description of a scene / picture. ☐ Report a few routine activities of the day. ☐ Describe and compare two different parents, students, friends, employees, supervisors. ☐ Research, obtain information and write about Canadian citizenship, government or social issues. ☐ Describe materials in the manufacturing process. ☐ Describe a routine or procedure based on a series of pictures. ☐ Describe and compare characteristics / strengths required of people in different roles: as a parent, neighbour, spouse, friend, employee, or a citizen.
☐ Proofread, spell-check, and revise your own texts.
W / Workplace tasks: ☐Write a short incident/ accident report. ☐Write receipts. ☐ Fill out a form to record and report a weekly workload. ☐ Write a set of simple directions on how to operate basic equipment,

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e.g., lunchroom coffee- maker or electric kettle, office fax-machine. ☐ Write a set of simple directions on the lunchroom clean-up procedures, e.g., fridge emptying and cleaning. ☐ Write brief information / short entries on patient care in card files (e.g., temperature, weight, etc). ☐ Using single words and short phrases, write brief comments in daily logs to describe condition of the machines / equipment. ☐ Take a food delivery order (over the phone or face-to-face) using a form to fill in information.

BM 7

C/ Community access tasks: ☐ Write a letter of inquiry / letter of request for information. ☐ In a letter to a friend, provide tips, informal instructions and directions regarding travel to another country (travel documents and arrangements). ☐ Fill out a health care insurance or subsidy form. ☐ Fill out notice of change of address (postal, health care, credit). ☐ Keep a daily/weekly work record/log book. ☐ Write a detailed narrative report on an accident/incident you witnessed (or watched on a video). Include a detailed sequence of events.

S / Study / Academic tasks: ☐ Looking at a diagram describe a place (e.g., a store, a museum, a botanical garden). ☐ Research, obtain information and write about Canadian citizenship, government or social issues. ☐ Write a story which includes a future scenario. ☐ Describe how cars (commercial coffee beans; other foodstuffs; carpets, etc.) are produced. ☐ Write a paragraph to relate / explain information in a, table, graph, flow chart.

☐ Proofread, spell-check, and revise your own texts.

W / Workplace tasks: ☐ Fill out survey forms and questionnaires. ☐ Fill out survey forms with respondents' information when canvassing. ☐ Write a paragraph for the company newsletter to announce / report a personal, community, or media event (birth, marriage, death ; celebration; fund-raising campaign). ☐ Create a short agenda for a meeting. ☐ Transcribe a short voice-mail message on a familiar topic. ☐ Write down phone messages freehand (7-10 details). ☐ Write a simple routine business letter based on a familiar format and content. ☐ Write a formal letter / memo to your supervisor to explain your absence. ☐ Write an employment application cover letter with a request for an interview. ☐ Write a memo to employees about a guest speaker presentation on safety in the workplace.

BM 8

C/ Community access tasks: ☐ Write a letter to the editor. ☐ Write a complaint letter to an organization regarding an error, poor service, defective product, or damages. ☐ Write a thank you letter to an organization regarding excellent service you received. ☐ Prepare a written proposal / plan for an itinerary of a group trip. ☐ Fill out a health care premium waiver form , medical procedure consent form., child benefit application form . ☐ Fill out appropriate sections of purchase warranties, /employment insurance or legal aid application.

S / Study / Academic tasks: ☐ Write a letter of application for admission to a program. ☐ Looking at schematic drawings of a simple mechanical device, describe how it works. ☐ Fill out application forms for training, admission to a program, grants, scholarships, or student loans. ☐ Fill out learning style, learning needs, career profile assessment questionnaires. ☐ Reproduce moderately complex verbal information as point-form notes, outline or summary. ☐ Write a story which includes an anecdote. ☐ Compare two processes, e.g., in manufacturing paper and particle board. ☐ Proofread, spell-check, and revise your own texts.

W / Workplace tasks: ☐Write a resume and a covering letter for a job application. ☐ Appropriately record on a special form information from a structured oral interview. ☐ Fill out forms for work orders, supply purchase orders, invoices, bills, and cheque requisitions. ☐ Fill out claims for goods damaged during transport. ☐ Write a memorandum to a supervisor, comparing and summarizing several pieces of information. ☐ In a formal letter, request changes in schedules, procedures, requirements, work conditions,

etc. ☐ Write basic fire emergency and evacuation instructions for employees. ☐ Complete a detailed incident report; include cause and effect analysis. ☐ Write a short memo to a supplier. ☐ Write a fax message for a customer giving quotes on parts and labour. ☐ Write brief but clear and precise comments about equipment operation in the operation log book or the "problem book". ☐ Produce a simple information brochure on the computer, if available, using appropriate software.

STAGE III SPEAKING BENCHMARKS
Additional examples of speaking tasks

☐ **Examples of speaking tasks**

BM 9

C/ Community access tasks:
☐ Get acquainted and interact socially with a group of volunteer community members in the context of community projects or initiatives, such as parental involvement in a local school, playground, neighbourhood development or zoning issues.

S / Study / Academic tasks:
☐ Ask questions within a class / lecture setting. ☐ Deliver an effective 20-minute oral presentation on a researched topic assigned by the instructor . ☐ Contribute to a class group discussion / seminar on a prepared topic. ☐ Participate in a student union / association debate outside of class work.

W / Workplace tasks:
☐ Obtain all needed information from a supervisor, co-worker, or client by asking relevant questions. ☐ Give a 20-minute prepared oral presentation which may contain complex and abstract ideas. ☐ Interact socially with a group of people, including authority figures. ☐ Take part in a business discussion with a group of people, including authority figures.

BM 10

C/ Community access tasks:
☐ Call a radio-talk show (live broadcast or answering machine) and express your view on the issue being discussed.

S / Study / Academic tasks:
☐ Discuss abstract or theoretical issues on a prepared topic in a familiar but formal small group. ☐ Research and compare in a 30-minute presentation for a familiar a small group. ☐ Present information about *science and technology*. ☐ Present information about *social science* and *Canadian citizenship*. ☐ Make a presentation about a Canadian short story, poem, play, or non-fiction text. ☐ Make a presentation about a Canadian short story writer, novelist, poet, playwright (e.g., Alice Monroe, Margaret Atwood, Al Purdy, Michel Tremblay). ☐ Orally report information from a lecture, presentation, speech, broadcast, or equivalent print material.

W / Workplace tasks: ☐ Give precise and clear instructions, demonstrations and explanations on complex technical and non-technical tasks. ☐ Give oral instructions on the phone on how to properly complete complex financial reports and forms. ☐ Answer a series of probing follow-up questions about a program, service, product. ☐ Handle a difficult phone call (e.g., complaint). ☐ Actively participate in a meeting. ☐ Actively participate in business- or work- related social function interactions and events (e.g., company picnic or BBQ, lunch outings, celebrations). ☐ Orally present research or technical material which contains definitions, objectives, descriptions. ☐ Provide detailed oral reports to a supervisor. ☐ Provide detailed oral reports at a formal meeting . ☐ In a work production situation, apply proper communication skills to avert a crisis / conflict between team members. ☐ Chair an internal meeting of a small familiar group / team. ☐ Contribute to a formal business discussion with a group of people, including authority figures.

BM 11

C/ Community access tasks: ☐ Verbally address / contribute to an issue in a public hearing or meeting (community / city hall). ☐ Give clear complex and detailed instructions on how to play a complex social game, a sport, or follow a fitness / exercise routine.
S / Study / Academic tasks: ☐ Discuss with academic counsellors details of choices in credit courses leading to specific credentials and careers, based on complex information in college or university calendars. ☐ Make a presentation on a complex topic in science and technology, social science, political science, business and management, culture, language and literature, education, or any other area of study.
W / Workplace tasks: ☐ Repeat/paraphrase a series of complex verbal technical and non-technical instructions to confirm understanding .
☐ Provide extended comprehensive answers to follow-up questions from clients. ☐ Handle all telephone calls, clarify details and obtain explanations as needed. ☐ Discuss details of complex jobs with supervisor, co-workers, clients (e.g., regarding design, options).
☐ Respond appropriately to negative feedback, criticism; clarify understanding of concerns. ☐ Negotiate with co-workers to reach a win-win solution. ☐ Present a routine prepared training or information session for new employees or the public. ☐ Conduct a survey or poll over the phone. ☐ Supervise / motivate / provide feedback to workers on operating parameters, problems, complaints. ☐ Provide technical information (lab results, quality control data, survey data), analysis and recommendations in own field of expertise to co-workers at a meeting ; suggest alternative methods of production, maintenance, etc., to improve situation . ☐ Chair an internal meeting of a large familiar group.

BM 12

C/ Community access tasks: ☐ Participate in all discussions comfortably; express personal views. ☐ Make a short impromptu public speech . ☐ Make an extended prepared public speech / address an issue in a public speech ☐ Obtain by oral inquiry / questioning complex information regarding social policy or other issues relevant to a community. ☐ Give effective detailed instructions on how to play a complex social game or a sport, or how to follow a complex dance / exercise routine.
S / Study / Academic tasks: ☐ Engage in a public discussion of a presentation / lecture / paper in an academic / professional forum (conference, convention, colloquium) as a panellist / discussant / audience member. ☐ Present coherently and clearly a complex sequence of reasoning; respond to complex argumentation. **W / Workplace tasks:** ☐ Give effective extended instructions on complex procedures (lab experiments, research, quality control). ☐ Lead / facilitate a group discussion, training session, debate, workshop or a meeting to brainstorm solutions to existing problems. ☐ Supervise and orally discuss and evaluate others' performance. ☐ Make others comfortable / put people at ease in all work-related social situations. ☐ Handle difficult complaints and demands. ☐ Chair official / formal external meetings of larger groups. ☐ Entertain high level official visitors or clients. ☐ Negotiate business agreements and contracts on own or employer's behalf. ☐ Make business / work-related presentations to large audiences.

STAGE III LISTENING BENCHMARKS
Additional examples of listening tasks

☐ **Examples of listening tasks**

BM 9

C/ Community access tasks:
☐ Get information from a radio / television program featuring a panel of experts discussing a complex social or political issue or a complex personal /household issue (e.g., tax and investment decisions). ☐ In community search and rescue exercises, follow extensive continuous oral directions with complex navigational detail on how to reach a location which is remote or difficult to identify.

S / Study / Academic tasks:
☐ While listening to a lecturette / a 20-minute oral presentation , complete a listening task demonstrating comprehension of its main points. ☐ While listening to a lecturette / a 20-minute oral presentation, take notes.

W / Workplace tasks:
☐ Obtain specific extensive information (literal and inferred) by listening to presentations, discussions, or interviews. ☐ Summarize complex and abstract ideas from a 20-minute oral presentation. ☐ In emergency response / search and rescue / delivery jobs, follow extensive continuous oral directions with complex navigational detail on how to reach a location which is remote or difficult to identify.

BM 10

C/ Community access tasks:
☐Get information from a live presentation / a seminar featuring a panel of experts discussing complex tax and investment decisions or political issues.

S / Study / Academic tasks:
☐ Observe a seminar on an academically controversial topic; summarize arguments made by participants.
☐ Attend and review a theatre production of a play.

W / Workplace tasks:
☐ As a member of a hiring / selection committee, evaluate the presentations / interviews of four candidates for an entry position and select the best one.

BM 11

C/ Community access tasks:
☐ Get information from a discussion of a complex social or political issue or a complex personal / household issue (e.g., tax and investment decisions)

S / Study / Academic tasks:
☐ Observe a panel discussion or a debate; critically evaluate information and positions of participants for bias, assumptions and motives.

W / Workplace tasks:
☐ Follow complex medical or nursing instructions from own superiors when caring for critically ill patients and using advanced medical equipment in an intensive care or trauma unit. ☐ Observe a formal business meeting; critically evaluate information and positions of participants.

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BM 12

C/ Community access tasks:

☐ Participate and contribute to all discussions. ☐ Evaluate fine points of speeches and debates of political candidates for office (e.g., for an office as a school board trustee, a city councillor, an MLA or a federal MP) during the election campaigns. Make choices as a voter.

S / Study / Academic tasks:

☐ Provide a detailed performance evaluation of a video-taped presentation / panel statement and discussion / defence of a thesis (own or another speaker's); provide detailed recommendations for improvements for content, organization or delivery where necessary.

W / Workplace tasks:

☐ As a member of a hiring / selection committee, evaluate the presentations / interviews of several candidates for an important managerial or a technical position and select the best one.

STAGE III READING BENCHMARKS
Additional examples of reading tasks

☐ **Examples of reading tasks**

BM 9

C/ Community access tasks: ☐ Decide on a summer camp or a recreational / educational program for a child , based on reading extensive information on several summer camps and recreational programs, their philosophy, safety records, staff qualifications.
☐ Follow instructions on how to apply for health care insurance or health care subsidy. Check that forms are correctly completed.
☐ Read the enclosed instructions insert and explain to someone how to complete a Canadian passport application and how to apply. ☐ Read and explain instructions on how to stop smoking, how to deal with stress, how to look after children's dental care routine.
☐ Follow on-screen computer application instructions for "household" and personal interest software programs. ☐ Form a plan of action after reading local council or government letters, community league or citizen association letters.
S / Study / Academic tasks:
☐ Read and summarize a 3-5 page article on economy and labour trends in your field of study or training.
☐ Read and summarize a 3-5 page article from a trade or professional journal in your field. ☐ Read portions / chapters in textbooks to acquire new information / new knowledge. ☐ Give your personal opinion on a best-selling non-fiction book of interest to you. ☐ Read and explain instructions on how to use a thesaurus. ☐ Explain / paraphrase formal instructions of compliance with policy and procedures in an educational /training program setting (e.g., attendance and exam policies; admission and registration).
☐ Summarize and comment on materials about educational/career paths and options (books, self-help test and guidance booklets, information about resources in the community) that relate to your goals and interests.
☐ Read "financial assistance for students" booklet or information from student counselling services. Explain details. ☐ Check if someone's student financial assistance application has been filled out according to instructions.
☐ Follow instructions on how to word-process and desktop publish complex documents, e.g., research reports with a table of contents, footnotes and references. ☐ Install a software package on a computer by following the instructions (in a manual or on screen).
W / Workplace tasks: ☐ Read multiple short workplace activity reports (shift or daily reports); intake assessment or client interview reports; short routine formatted evaluation reports; technician's reports or routine formatted lab reports. ☐ Follow instructions in technical manuals which may contain some unfamiliar terminology. ☐ Read workplace and / or government bulletins on policies or procedures to modify own documentation or practices. ☐ Read and apply government compliance regulations such as health and safety regulations. ☐ Complete or check complex forms. ☐ Evaluate if time sheets, shift change reports, purchasing forms have been filled out according to instructions. ☐ Read and navigate a specialized computer program with multiple menus and functions to complete work tasks (e.g., shipping, dispatch).
☐ Paraphrase information in the workplace bulletin for someone who does not read in English at the same level. ☐ Explain / paraphrase formal instructions of compliance with policy and procedures in an educational/training program setting, in the public service sector and in a workplace context.

BM 10

C/ Community access tasks: ☐ Obtain and evaluate information from different texts on the same or similar topic (e.g., travel brochure, travel article in the newspaper, travel guidebook, travel tour report, a letter from

a tourist to a travel agency); draw own conclusions / make decisions. ☐ Use a compound interest table to determine how much you would save on your mortgage in ten years if you paid an additional $100 a month against the principal at the current interest rate. ☐ Use a calorie counter to plan a menu for a weight maintenance diet . ☐ Find, interpret and compare terms and conditions in two product purchase warranties. ☐ Explain the information in and implications of signing or not signing a medical procedure consent form . ☐ Compare and analyze two different floor plans for a single-family home or a condominium, warranty terms and financing conditions from two different builders. Construct a table, chart or graph that summarizes / synthesizes the information and can be used to make a decision. ☐ Explain how to safely and effectively train to enter a ball-room dancing, body-building or marathon running competition

S / Study / Academic tasks: ☐ Identify themes in fiction and non-fiction texts. ☐ Compare two different main characters in formulaic detective literature or formulaic romance literature. ☐ Read and summarize an analytical 4-5 page article on developments (research, policy), economy and labour trends in your and related fields of study or training.

W / Workplace tasks: ☐ Read and evaluate short periodic activity reports (daily, weekly, semi-monthly), incident / accident reports, trip reports, short project progress reports. ☐ Read and act on 5-10 pages of complex technical material in own field. ☐ Compare, analyse, interpret information in charts, tables, graphs, forms, maps, blueprints, and diagrams. ☐ Compare, analyse, interpret terms and conditions in warranties and agreements. ☐ Compare, analyse, evaluate two training packages / offers / proposals. ☐ Compare information from labels, package directions and product catalogues or compendia to review specific complex information about products (e.g., non-prescription drugs, herbs and food supplements, cosmetics). ☐ Read a number of separate blueprints and select the correct plan and elevation view to locate specific construction information. ☐ Read company operating procedures and policies. ☐Read codes such as electrical and building codes. ☐ Find detailed information about specific companies or organizations in the area: their size, history, growth. ☐ Explain a few labour code regulations from your province.

BM 11

C/ Community access tasks:

☐ Read School Board minutes and bulletins to determine their position on funding for special needs education and support for ESL speaking children. ☐ Read computer software instruction manuals and other texts to gain access to Internat sites and operations or to operate programs (e.g., data bases, spreadsheets, graphics, desk top publisher, accounting) on the home computer. ☐ Interpret letters, documents and forms with complex financial and legal information.. ☐ Critically read and interpret articles of general and personal interest in newspapers, journals and magazines. ☐ Critically read and interpret complex analytical material regarding human development, nutrition, disease prevention, relationships, etc. to form own conclusions for personal and family well-being. ☐ Follow complex instructions to complete tax forms and other financial and reporting documents. ☐ Read information in a table of nutritional analysis of foods to calculate the percentage of calories from fat in a specific recipe or daily menu. ☐ Follow detailed extensive instructions on how to play a complex unfamiliar game (card game, verbal game, strategic game) in a social competitive situation. ☐ Follow instructions on how to program a VCR, stereo or microwave oven at home or in a communal setting (e.g., church basement).

S / Study / Academic tasks: ☐ Read a critical argument or controversy surrounding interpretation of a literary text; read the literary text from that perspective; present your own view in a discussion or in an essay. ☐ Critically read and interpret articles in professional journals in own field. ☐ Identify dominant themes in short stories by Alice Monroe, novels by Margaret Atwood, poems by Irving Layton or Al Purdy, plays by Michel Tremblay. ☐ Evaluate points of view in two related expository or argumentative essays (15-20 pages long) . ☐ Evaluate a bestselling non-fiction book of your interest; give personal opinion . ☐ Evaluate a research paper of sizable format. ☐ Read computer software instruction manuals and other texts to operate programs needed for own studies / research (e.g., statistics packages for experimental studies such as ANOVA, simulation packages for natural science phenomena, presentation packages such as

Powerpoint). ☐ Read a marketing brochure / booklet for a product or service. Identify language / discourse features of the text that make it particularly persuasive.

W / Workplace tasks: ☐ Read the Production Data Entry Manual on how to enter data into the computer system; explain and demonstrate the instructions to co-workers/ peers. ☐ Read and evaluate more extensive workplace periodic activity and productivity reports (monthly, quarterly), more extensive instructions reports, and unsolicited internal proposals. ☐ Locate several pieces of information in various texts and through measurements and calculations to determine inventory control records of oil and gas storage. ☐ Read complex computer-generated schematic drawings on multiple computer screens; integrate this information with other data, make production adjustments. Research information for a brand of computers or other technological equipment and make recommendations / decision whether your workplace should invest in the system. ☐ Interpret production data in a number of formats (tables, graphs)recorded over time; watch for variance from the established norms. ☐ Critically evaluate / follow complex multiple medication instructions from a physician when filling a prescription in a community or hospital pharmacy. ☐ Find items of information relevant to a particular situation in several resumes. ☐ Read and interpret an extensive industrial accident report.

BM 12

C/ Community access tasks: ☐ Read detailed complex analytical information on goods and services to draw conclusions as a consumer. ☐ Read detailed complex analytical information on being a vegetarian; draw your own conclusions. ☐ Critically read information on possible ways of improving the Canadian public health care system from multiple texts reflecting different points of view; form your own opinion as a citizen, tax-payer and user of medical services. ☐ Read detailed complex financial markets reports, advisories and analyses to make personal investment decisions (such as RRSP or Registered Education plan investment decisions).

S / Study / Academic tasks: ☐ Read detailed complex in-depth analysis of issues concerning Canadian and other communities, governments, institutions, economies or populations; draw your own conclusions / formulate your own response. ☐ Identify dominant themes in novels by a generation of Canadian writers. ☐ Analyse and compare the use of language / style, imagery, and / or the narrative technique in two different pieces of literature. ☐ Critically read and interpret complex in-depth articles in professional journals in own field. ☐ Critically read and interpret theses, dissertations, and other complex reference materials in own field. ☐ Follow a complex set of procedures to design, conduct and report an experimental study, including collection and interpretation of data.

W / Workplace tasks:

☐ Read and evaluate extensive analytical activity and productivity reports (semi-annual, annual) and formal reports (e.g., formal proposals in the form of a feasibility study, technical proposal or a grant request; analytical, comparative, informative, evaluation and recommendation reports). ☐ Interpret subtle details and nuances of work / business contracts and labour agreements ☐ Analyse complex financial forms; follow very complex instructions on how to complete complex financial forms (e.g., business and investment tax forms). ☐ Edit articles, reports, proposals, etc. written by others. ☐ Summarize a controversial issue presented in an article in a trade or professional journal in your field, or in a professional report. ☐ Read materials specifications (25-30 pages in length), for rarely used testing procedures; make high-level inferences and use highly specialized knowledge in applying the interpretation of the standard to specific cases. ☐ Read adjudication decisions in labour union disputes and grievances; interpret implications for specific cases. ☐ Read and review job descriptions in a department / branch to determine if they are accurate, comprehensive and well worded. ☐ Follow instructions for the design of a scientifically valid questionnaire and a method to conduct and interpret a scientifically valid opinion poll or survey. ☐ Read extensive in-depth business / market analyses to gain information for own marketing, diversification and investment decisions. ☐ Evaluate information in annual reports of different organizations.

STAGE III WRITING BENCHMARKS
Additional examples of writing tasks

☐ **Examples of writing tasks**

BM 9

C/ Community access tasks: ☐ As a volunteer co-organizer of a community conference / convention / workshop, write a 2-page information / instruction package for registrants. ☐ Write a letter to immigration officials to inquire how to sponsor someone.
S / Study / Academic tasks: ☐ Write lab reports in a required format. ☐ Describe the operation of a sawmill , furniture manufacturing plant, farm; bank; store; restaurant, courier service, commercial laundry, hospital kitchen, daycare, school, government, etc. ☐ Write responses to varying item types in examinations. ☐ Write summaries of readings, book and article reports. ☐ Write a report/summary on how to stop smoking, deal with stress, etc. ☐ Write summaries of lectures. ☐ Write research reports using the recommended or required style guide for information on the form of footnotes, references, etc.
W / Workplace tasks: ☐ Write an informal memo to confirm the arrangements between two departments for the preparation of an Open House / conference / information fair. ☐ Write a thank you note for the flowers and the card you received from co-workers. ☐ Write an informal acknowledgement memo to a colleague to thank for a book, information or a favour you received. ☐ Write down complex, detailed extended phone messages. ☐ Write a note/memo (e-mail note) to schedule a business meeting/ to ask to be excused from a meeting or function. ☐ Synthesize a half hour meeting into 2 pages of notes or minutes. ☐ Write short workplace activity reports (shift or daily reports); intake assessment or client interview reports; short routine formatted evaluation reports; technician's reports or routine formatted lab reports. ☐ Describe a system or process in a report (up to 5 paragraphs). ☐ Develop a formatted schedule or time line, a simple directory of work contacts, or a basic reporting form. ☐ Write an official letter of information or inquiry . ☐ Write a variety of internal standard letters and memos. ☐ Write down new simple procedures as they are developed. ☐ Listen to a demonstration of a new process or procedure in your academic / professional area. Take detailed notes and re-write them as instructions to be used by others (customers, clients, co-workers, colleagues). ☐ Write detailed comments pertaining to complex work orders.

BM 10

C/ Community access tasks: ☐ File an application to the subdivision and development board to construct a building (e.g., a garage); appeal in writing the refusal of the application by the development officer. ☐ Write a letter to the editor to comment on a complex social or political issue covered in the newspaper / other media. ☐ Compile a private directory of contacts to access medical, emotional, spiritual or financial help or support in case of need. ☐ Write a letter to your MLA or MP in support of some cause/ complaint.
S / Study / Academic tasks: ☐ Write annotated bibliographies. ☐ Write a questionnaire, gather data, compile data, report data in most effective format (chart, diagram, table). ☐ Write research reports / papers using secondary sources (literature reviews). ☐ Write examinations in the required format (e.g., answers to essay questions). ☐ Write summaries and abstracts of books and journal articles. ☐ Write an experimental report. ☐ Write a research paper (up to 20 pages without appendices, depending on the academic discipline). ☐ Write a table of contents; a list of figures, tables and diagrams.
W / Workplace tasks: ☐ Write a letter to a professional association or trades board to inquire how to get one's foreign credentials recognized in Canada. ☐ Write a letter to express a formal sympathy or condolence message. ☐ Write a semiformal / formal letter to thank someone for their support (standing up and defending your work or a position in public; for attending a function, etc.). ☐ Write a narrative record of a meeting in a paragraph format. ☐ Write short periodic activity reports (daily, weekly, semi-monthly), incident / accident reports, trip reports, short project progress reports. ☐ Write a detailed organizational

outline for a larger document to be developed (e.g., procedures manual). ☐ Write external official standard letters of complaint, or response to a complaint. ☐ Write a report containing a compilation of detailed data collected by a questionnaire or a survey. ☐ Develop in writing an effective format, notes, charts, diagrams, handouts and other visuals for an oral presentation. ☐ Write a simple job description of own position. ☐ Summarize in a written report relevant information from an attended symposium, conference, etc., as reference material for other employees.

BM 11

C/ Community access tasks: ☐ Write an official thank you letter / appreciation letter to the manager for an outstanding service, support or help received from an employee. ☐ Write an official complaint letter about inadequate service or inappropriate treatment.

S / Study / Academic tasks: ☐ Complete an application form for graduate school. ☐ Complete an application form for a scholarship or a research grant. ☐ Write a letter to a professor or a postgraduate student in your area of study; tell him / her about your interest in his / her work, describe a research project you are working on, and express an interest in some kind of an exchange or collaboration. ☐ Write book reviews. ☐ Write critiques of scientific journal articles. ☐ Write masters level (graduate level, e.g., Masters of Arts) qualifying papers. ☐ Write thesis / research proposals. ☐ Write examinations. ☐ Write reports on original research. ☐ Write a preface and an introduction to a larger document. ☐ Write acknowledgements.

W / Workplace tasks: ☐ Write a letter to comment favourably / congratulate someone on their work. ☐ Write a letter to thank all contributors, sponsors, volunteers, etc., for their work. ☐ Develop a questionnaire for a survey. ☐ Write more extensive workplace periodic activity and productivity reports (monthly, quarterly), more extensive instructions report, unsolicited internal proposals for improvements and innovations. ☐ Write a report containing an analysis of detailed data collected by a questionnaire or a survey. ☐ Create an official complex and extensive directory / reference guide (company divisions, programs, services, etc.) using a word processor; publish as hard copy or post electronically. ☐ Develop a marketing / informational brochure. ☐ Write a standard narrative, descriptive or evaluative report on routine operations. ☐ Write an extensive, formal, analytical incident / accident report. ☐ Write an article for the newsletter of a large organization/company. ☐ Develop basic instructional / procedural materials for a job based on own practical knowledge of the position. ☐ Complete complex forms (inspection reports, tax). ☐ Develop own invoices, bills, budget documents, accounting sheets, work contract forms and agreements. ☐ Write official records of health and safety meetings or other problem-solving and decision-making meetings. ☐ Make production charts and other workplace documents using data base software.

BM 12

C/ Community access tasks: ☐ Write a community / constituency newsletter, containing a 10-paragraph review of a serious social issue (e.g., homelessness) and a 4-5 question related public survey regarding attitudes on possible future actions.

S / Study / Academic tasks: ☐ Write a Master's thesis (50-100 pages). ☐ Write a PhD dissertation (up to 300 pages, depending on the field).

W / Workplace tasks: ☐ Write extensive analytical activity and productivity reports (semi-annual, annual) and formal reports (e.g., formal proposals in the form of a feasibility study, technical proposal or a grant request; analytical, comparative, informative / recommendations, and project / program evaluation reports). ☐ Write an external recommendations report based on the analysis of detailed data (e.g., collected by a questionnaire or a survey.). ☐ Prepare media releases, public service announcements, promotional articles for trade magazines. ☐ Write an extensive evaluation / audit / inspection report. ☐ Write formal policies, procedures, guidelines, quality standards. ☐ Write a full formal business plan / proposal, including financial documents with budget estimates and other fiscal projections. ☐ Develop texts for a promotional / marketing

campaign. ☐ Develop instructional materials for a workshop, presentation, or a training course. ☐ Write a detailed performance evaluation for a position. ☐ Write an official reference letter for an individual applying for a demanding senior position in the public and private sector. ☐ Develop the text of a contract or a collective agreement, an employee benefit booklet, etc. ☐ Write a preface or an introduction to a larger document or publication. ☐ Edit texts for publication.

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